Duo Security Manage Settings and Devices

Refer to the step-by-step guide below to manage existing devices and add new devices to your Duo account.
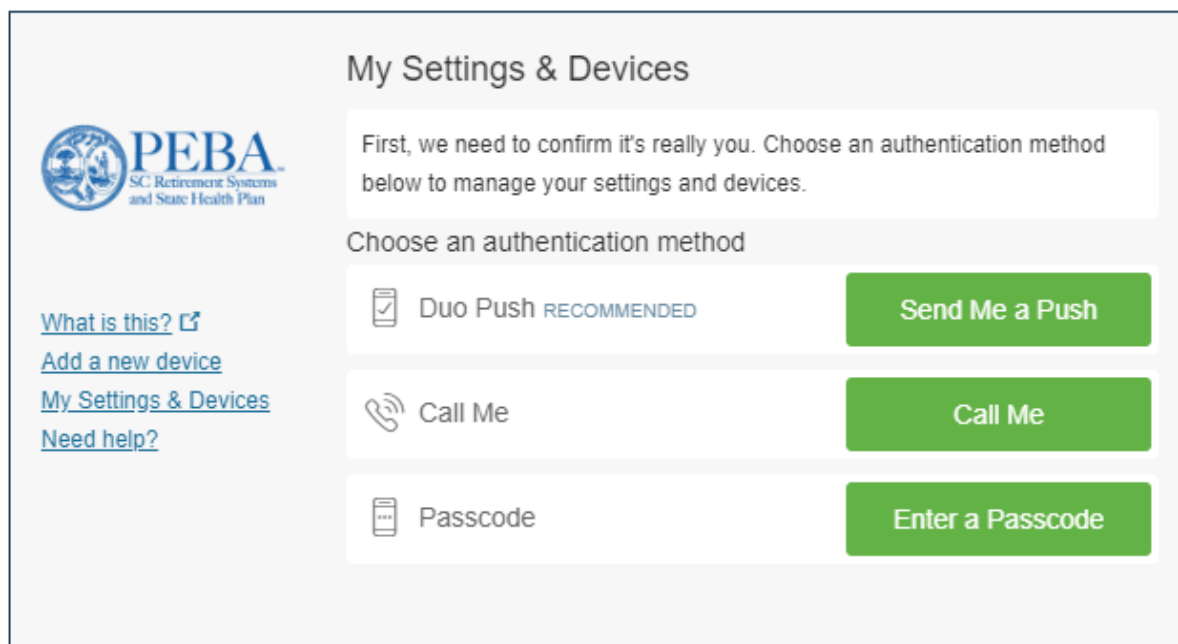
Contents

Accessing device management

To use the self-service capabilities in Duo, you must log in to **EES** or **EBS** and select the link **My Settings & Devices** when prompted to choose an authentication method.

Note: If you enabled the option to automatically send you an authentication request via push or phone call, you'll need to cancel the push or phone call in progress before you can select the My Settings & Devices link.
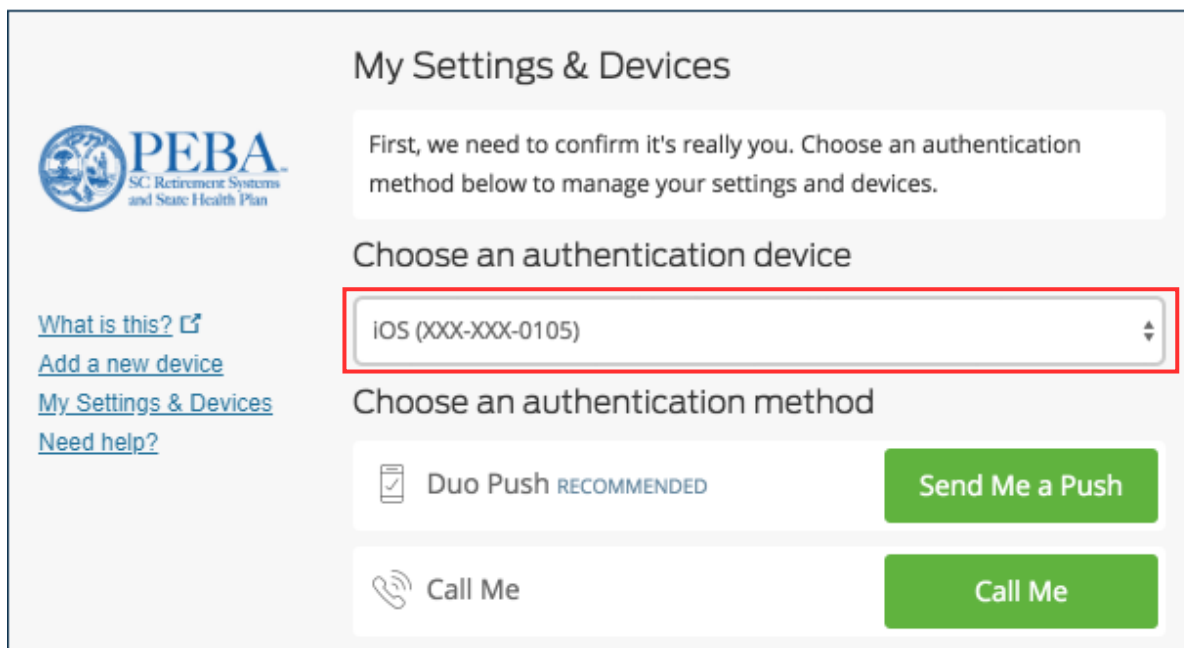

Select **My Settings & Devices**

To manage your devices, you must choose an authentication method and complete two-factor authentication. Select **Send Me a Push**, **Call Me** or **Enter a Passcode** (or other applicable options based on your enrollment method).

If you have multiple authentication devices already set up, you will see the same screen with an option to select which device you would like to authenticate with.

After authenticating, you will see the device management portal (My Settings & Devices screen). This is where you can enroll a new device by selecting Add another device (refer to guide for landline, tablet or mobile phone for more information). You can also reactivate, edit or delete your existing devices.

To exit My Settings & Devices, select the **Back to Login** button below your listed devices or select the PEBA logo on the left.

Default authentication options

If you authenticate more than one device, you can specify which you would like to be the default. Select the Default Device drop-down menu and pick your default device authentication. Select **Save** if you're finished making changes.

If this is the device you will use most often with Duo, then you may want to enable automatic push requests by changing the **When I log in** option.

Manage existing devices

Select the **Device Options** button next to any of your enrolled devices to view the actions available for that type of device. You can reactive Duo Mobile for any enrolled smartphone or tablet, change device names or delete any authentication device.

My Settings & Devices

iOS 734-555-0105

Reactivate Duo Mobile   Change Device Name

Android 734-555-6673   Device Options

+ Add another device
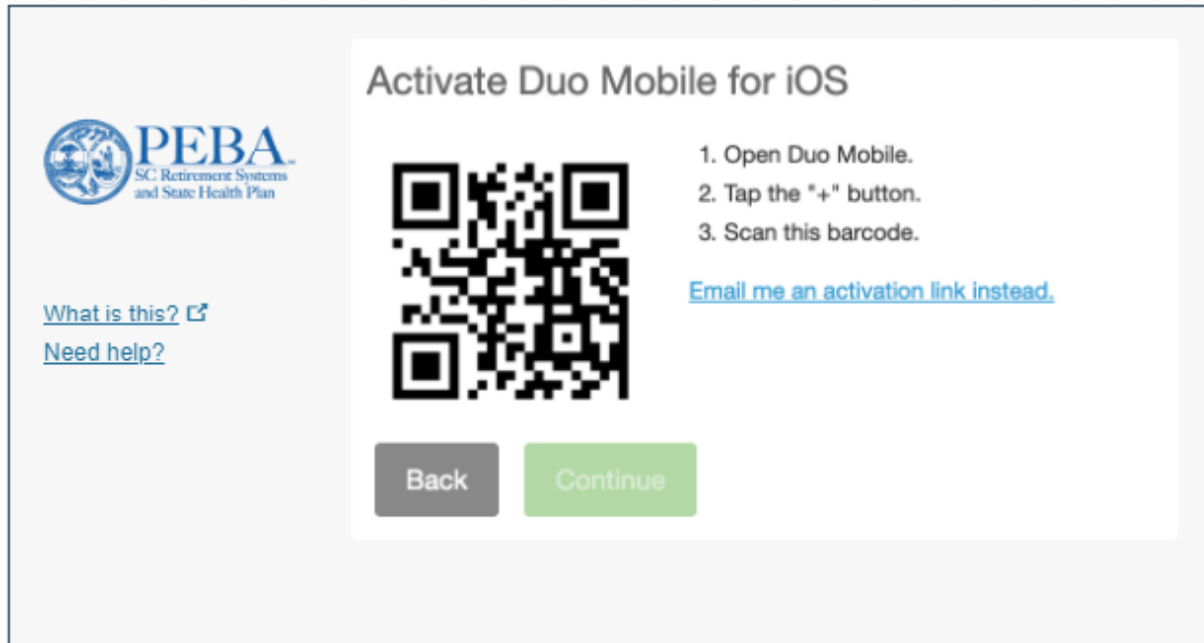
Default Device: iOS 734-555-0105

When I log in: Ask me to choose an authentication method

What is this?
Add a new device
My Settings & Devices
Need help?

Reactivate Duo Mobile

Select the **Reactivate Duo Mobile** button if you need to get Duo Push working on your phone or tablet—for example, if you replaced your phone with a new model and kept the same phone number. After answering a few questions about your new device, you'll receive a new QR code to scan with your phone, which will complete the Duo Mobile activation process.

Change device name

Selecting **Change Device Name** will open up an interface to change the display name of your device. Type in the name and select **Save**.

Remove device

Select the trash can button to delete a device.

Note: You cannot remove your last device. If you wish to remove it, first add another, then delete the original. If you are unable to delete a device, contact PEBA's Customer Contact Center to have it removed.

You are given the chance to remove or cancel the removal of the authentication device.

Once a device is removed, it can no longer be used to approve Duo authentication requests.

Add a new device

To add a new authentication device, select the **Add a new device** link on the left side of the Duo Prompt or **Add another device** from within the My Settings & Devices screen. You will be taken to the new device enrollment prompt. Refer to the self-enrollment guides for additional information.

We recommend that you enroll both a primary and backup device for two-factor authentication.